

Overview

This Standard is about monitoring progress of network activities and reviewing how well particular activities went. Network activities could include re-zoning, mains cleansing, making connections, repairs, replacements, installation or maintenance. It includes sorting out immediate problems that can be readily resolved, and dealing with single or multiple major or complex problems.

This Standard is aimed at people who monitor progress of water network activities, resolve problems and review how well particular activities went.

Performance criteria

You must be able to:

1. use information from relevant sources to monitor network activities and network status at relevant times, according to organisational requirements
2. identify the progress of network activities against specified monitoring points, outcomes and timescales
3. communicate relevant information about the progress of network activities and status of the network to appropriate individuals and organisations
4. identify issues and problems and their possible implications at the earliest opportunity
5. use information from reliable sources to establish the likely cause, nature, extent and implications of issues and problems
6. take immediate action to contain or minimise issues and problems and reduce the risk of other problems arising
7. identify appropriate options to solve problems and prioritise them with regard to effectiveness, feasibility and cost
8. take relevant corrective action to resolve issues and problems which can be readily resolved within your own expertise and level of responsibility
9. refer problems that are outside your expertise and level of responsibility to appropriate people
10. seek advice from relevant specialists in relation to network review
11. propose alternative solutions and actions that could have resulted in improved or enhanced outcomes to relevant people
12. propose changes to procedures, systems and processes in light of lessons learned from review activities
13. back up your own decisions, actions taken and proposals made with reasoned argument and supporting information, checking that people understand the information
14. record relevant information about monitoring activities, resolving problems and reviewing network activities in line with organisational, regulatory and legislative requirements
15. provide accurate, up-to-date and comprehensive information to relevant individuals and organisations about the progress of activities, outcomes of work, problems encountered, actions taken and results of review

Knowledge and understanding

You need to know and understand:

1. network activities that you might be monitoring including re-zoning, mains cleansing, making connections, repairs, replacements, installation and maintenance
2. how to access information sources including mains records, drawings/maps/plans, telemetry, risk assessments and network models
3. organisational requirements for monitoring work progress and schedules
4. organisational and regulatory requirements for communicating with the workforce, managers, colleagues, other utilities, local authorities, emergency services, regulatory bodies and customers
5. investigation methods
6. how to recognise the level of severity of a problem
7. typical and unusual problems including supply and quality of materials and equipment, effect on customers, effect on water quality and continuity of supply, availability of workforce, timescales, health and safety and other utilities' apparatus
8. the importance of containing and minimising a problem whilst seeking appropriate solutions
9. proactive and reactive responses for dealing with typical and unusual problems including re-scheduling work, re-planning or re-designing work or ceasing the work
10. use of risk assessment, contingency plans and network models
11. factors to consider in determining a priority order for potential solutions
12. availability of supporting resources
13. how to source appropriate specialists and the types of specialists you may need to consult
14. the types of solutions that would be relevant and associated practices
15. the types of supporting information which would back up your decisions, actions taken and proposals
16. procedures, systems and processes that you would be able to influence or change
17. the importance of confirming understanding of proposed changes, and who may need to be involved
18. organisational recording and reporting requirements and formats for monitoring, resolving problems and reviewing network activities
19. the limits of your own experience and responsibility and when it is appropriate

to refer to others

20. escalation routes relating to your area of responsibility

Monitor and review network activities LEGACY

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